

WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

Texas

State of Respondent

6/26/2012

ETC's Included In This Report

	LEGAL ENTITY NAME	SAC
ETC#1:	Texas Windstream, Inc.	442153
ETC#2:	Windstream Sugar Land, Inc.	442147
ETC#3:	Valor Telecommunications of Texas, LLC	441163
ETC#4:	Windstream Communications Kerrville, LLC	442097
ETC#5:		
ETC#6:		

Person to contact for questions:

Name: Jeff Heacox

Phone Number: 501-748-5390

E-mail Address: jeff.l.heacox@windstream.com



For The Year Ended December 31, 2011

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GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.
2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of The FCC Secretary
445 12th Street, SW
Washington, D.C. 20554

Universal Service Administrative Company
2000 L Street N.W. Suite 200
Washington, DC 20036
hcfilings@usac.org

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher
Title: General Counsel

Report 1 - Five-year Progress Report

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

Report 2 - Detail Outage Report

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- (A) The date and time of onset of the outage;
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- (D) The geographic areas affected by the outage;
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- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. Per Mike Peters, the outage is resolved and fiber is back. Test calls have been made and calls are processing. Date/Time Outage repaired (Central Time): 00:35 01/3/11	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	02-Jan-11	8:58 PM	TX_CLDN: E911 OUTAGE NO ALI NO ANI CURRENTLY REROUTED TO ADMIN LINES	From the 911 email: Detailed Description of what was done to repair the Outage: TE CABLE PULLED FROM SPLICE	E911	CLDNTXXA	Repaired or replaced cut cable	1,829
441163	14-Jan-11	10:49 PM	TX_CLAD:FP .0037:RNS=7 ROUTE BLOCKED	CASE BY COWS HAS BEEN REPAIRED.	Local	CLADTXXB	Replaced faulty hardware	771

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441163	17-Jan-11	4:07 PM	TX_LNDN:SSTC DETECTED 911 OUTAGE	Technician repaired two bad cable prs.	E911	LNDNTXXA	Repaired or replaced cut cable	2,542
441163	09-Feb-11	2:20 AM	TX_BLWL CP.0101:CP=A CP IS ONLINE IN STATE 1	local chargers restored to service and batteries recovered from dischartged state. alarm hardware back in service and alarm conditions cleared.	Local	BLWLTXXA	Reviewed companies emergency power policy	420
441163	09-Feb-11	6:57 PM	TX_HNTN:SS7.0172: L3: NODE ISOLATION	Transport group restored SS7 links	Local	HNTNTXXA	Replaced faulty hardware	3,312
441163	17-Feb-11	1:43 AM	TX_DGVL: MAR.0019:MAR=330,SID E=Y PGH ERROR ALARM - NO FREEZE	RESTORED TO SERVICE 03:29 EASTERN TIME	Local	MRTTTXXA	Replaced faulty hardware	977
441163	19-Feb-11	2:30 AM	TX_RSBD ALM031: CAT SET RSBD CCS7	Tech reseated a card in the channel bank.	Local	RSBDTXXA	Replaced faulty hardware	1,516

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441163	21-Feb-11	12:07 PM	TX SITES, TOLL ISOLATED	Replaced the PSC2 in RKLW PE 2 2, Reseated the PSC2 in RKLW PE 1 4 and 1 2. All service has restored.	Local	DUMSTXXA	Replaced faulty hardware	89,609
441163	25-Feb-11	1:22 AM	TX_CSNG_RKLW DED745: PSHF (NT2T41) RKLW PE 01 4 OVLY = DED		Local	RKLWTXXA		153

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				Is 300 has stopped sw and loading believe Tech found trbl, NOC has not heard from Tech and what resolve issue cb/ecsc/1032/clift clonts(107538)-rna				
441163	27-Feb-11	9:53 AM	TX_ZVLA LSC.0070:LSC=300 TIMESLOT WRITE FAILURE THRESHOLD EXCEEDED	cb/ecsc/1035/clift(cell#)-ac & loaded cot1907264529183	Local	ZVLATXXA	Replaced faulty hardware	918
441163	01-Mar-11	12:45 PM	TX_CLYD IS TOLL ISOLATED	CUT CABLE REPAIRED.	Local	CLYDTXXA	Repaired or replaced cut cable	3,211

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441163	17-Mar-11	3:23 AM	Due to MOP 031111151027 TX_FRFD_CS1500: ALM031: CAT SET MLFR	Remotes restored at 6:35 EDT. John called to say work is done. Bounced PC's to release TDMP's that were stuck in	Local	WNSPTXXA	Scheduled Outage	998
441163	04-Apr-11	9:28 AM	DED	INDR DSBL	Local	FRFDTXXB	Replaced faulty hardware	4,433

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441163	11-Apr-11	11:05 AM	TX_MRTN_TXAMHR: SRI200: SRLK (NT4T09) MRTN PE 02 2 04 0 LAST LINK TO REMOTE BEING REMOVED	PATCHED TO SWITCH, WORKED WITH TECH/BUTCH, BUSIED SRLK'S, RTS TO SERVICE, STATED THE RSCC, BUSIED THE SRLK'S, RTS, THEN SWITCHED SIDES OF THE RSCC, MONITOR FOR AWHILE, RSCC IS INS. ALL SRLK'S ARE INS. CLOSING ACTIVITY. ENTERED A FINAL PAGER.	Local	AMHRTXXA	Replaced faulty hardware	453

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441163	15-Apr-11	8:06 PM	911 Outage Ochiltree County TX Perryton PD PSAP	WIN tech Ron Tharp reports that a repeater site in Perryton TX was down which caused outage. Michelle Powers, dispatcher 125 with Perryton reports that PSAP restored at 20:30 CST. power restored on all relay	E911	PYTNTXXA	Replaced faulty hardware	6,029
441163	19-Apr-11	3:09 PM	TX_ZVLA:FP .0037:RNS=1 ROUTE BLOCKED	racks and peripheral equipment Restored the backup tape to the opc hard drive and reloaded the ASTN accessnode.	Local	ZVLATXXA	Reviewed procedures with Telco employee	2,606
441163	20-Apr-11	9:03 PM	TX_CRCT_TXASTN ALM031: MAJ SET ASTN DED		Local	ATONTXXA	Replaced faulty hardware	433

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441163	21-Apr-11	8:45 AM	TX_HBRD ISOLATED OUTAGE 9 DCM'S OOS FIBER CUT DCM205: HBRD PE 01 4 15	FIBER CUT HAS BEEN REPAIRED;SERVICE HAS BEEN REPAIRED;SITE NO LONGER ISOLATED	Local	HBRDTXXA	Repaired or replaced cut cable	2,514
441163	21-Apr-11	8:47 AM	TX_MTCL SITE IS TOLL ISOLATED		Local	MTCLTXXA	Repaired or replaced cut cable	1,351

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441163	21-Apr-11	11:00 AM	TX_ZVLA OUTAGE LSC.1168:LGC=301- 03,CARD=14 DS0A COMPOSITE CLOCK ERROR ALARM	PER TECH/CLIFF, SITE IS BACK INS. HAD TO REPLACE A CLOCK, CARD. BAD WAS FAILING. HAS CLEARED. CLOSING A]]CTIVITY.. I HAVE ENTERED A FINAL PAGER NOTIFICATION.	Local	ZVLATXXA	Replaced faulty hardware	2,606
441163	03-May-11	3:23 AM	TX_FRFD_AVLN_CS1500: LCM852: LCMC (NT6X51) AVLN LCE 01 2	Able to get remote out of ESA and restore both sides of the remote Transport was able to restore the A-link going to Little Rock.	Local	AVLNTXXA	Replaced faulty hardware	269
441163	06-May-11	2:58 AM	TX_HNTN SS7.0172: L3: NODE ISOLATION	Damaged fiber has been repaired.	Local	HNTNTXXA	Replaced faulty hardware	3,463
441163	10-May-11	3:40 PM	TX_POST...SITE IS ISOLATED		Local	POSTTXXA	Repaired or replaced cut cable	1,956

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441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED TX_DNFD Turin DAINGERFIELD Slot 14	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	15-May-11	1:25 AM	port 1 STS11,12,31 thru 39 AIS-P TX_TXRKW: Miller County	Before ATT could dispatch, all DS3's restored	Special	DNFDTXXA	Scheduled additional testing	7,392
441163	18-May-11	10:32 PM	Arkansas 911 outage/Cut Fiber	ATT REPAIRED CUT FIBER.,@ 23:50 ON 5/18	E911	TXRKTXXB	Connecting company repaired cut cable	21,400

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441163	22-May-11	5:06 AM	TX_ZVLA: LSC.0002:LSC=300 ONLINE SIDE OUT OF SERVICE	110522090643 RNS1_TX_ZVLA 11-05-22 08:05:09 UNSMES TT00 *C LSC.0002:LSC=300 ONLINE SIDE OUT OF SERVICE CFG> FUNCTION (FUNC=LOAD) >	Local	ZVLATXXA	Replaced faulty hardware	1,080

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441163	25-May-11	5:51 PM	AR_STPA lsn=andrtx3a / DPC is prohibited -> DPC_005-088-060	FECLLI=andrtxxads0 CLASS=MTP2 ;	Local	ANDRTXXA	Replaced faulty hardware	6,166

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441163	25-May-11	8:44 PM	Andrews County Texas 911 Outage, PSAP is down TX_DKLB_CENT2: MESSAGE TIMEOUT: Refer to OP Guide 606 TX_NBTN: ALM050: CAT SET NBTN DLC TX_DKLB_CENT	ACCORDING TO LOCAL MANAGER ROD WILLIAMS (806-681-8090) A RANGE FIRE HAS KNOCKED OUT COMMERCIAL POWER TO SITE. GENERATOR HAS BEEN PUT IN PLACE TO PROVIDE POWER. LARRY/ATT HAS CONFIRMED SITE IS BACK UP. Site tech cleaned the fiber connections and they restored	E911	ANDRTXXA	Reviewed companies emergency power policy	6,166
441163	26-May-11	5:03 AM			Local	DKLBTXXA	Scheduled additional testing	4,133

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				<i>tech completed splicing cable</i>				
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	<i>in field - links to stp's, tandem, etc. all up and isolation cleared.</i>	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	02-Jun-11	1:06 PM	TX_NRMN: ALM031: CAT SET HTLK DED	REPAIRED FIBER SYSTEM	Local	HTLKTXXA	Replaced faulty hardware	925

Report 2 - Detail Outage Report

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(B) A brief description of the outage and its resolution;

(C) The particular services affected;

(D) The geographic areas affected by the outage;

(E) Steps taken to prevent a similar situation in the future; and

(F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD_FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
				NOC 911 Outage Notification Form				
				PSAP Site or Sites Out of Service: TRINITY CO 911				
				PSAP Location County or Counties & State(s)HWY 287 & MAIN GROVETON TX				
				Contact Information (Carrier and or PSAP): ATT 911 ticket # EZ005767				
441163	03-Jun-11	12:03 PM	TX_TRNY_TXGVTN:E911 OUTAGE, NO ANI/NO ALI// CALLS REROUTED	NE SSTC Ticket Number: 1603	Local & E911	GVTNTXXA	Connecting company replaced faulty equipment	1,641

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(F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD_FP .0037:RNS=7 ROUTE BLOCKED TX_PECs_CS1500: SRLK200: DS1 (NT6T07) HOST 04 1 09 LAST LINK TO REMOTE BEING REMOVED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	11-Jun-11	1:27 AM	TX_CLDN TX_HDLY CAT SET HDLY DED	Alarms cleared on their own and both remotes are back inservice.	Local	MNTNTXXA	Scheduled additional testing	118
441163	13-Jun-11	1:17 PM		DNLD & RTS both LCMC's after spans restored.	Local	HDLYTXXA	Replaced faulty hardware	282
441163	14-Jun-11	5:23 AM	TX_GLRS ALM031: MAJ SET GLRS INI	I worked with the local tech and got dialtone restored. All host LCE's now have dialtone. I had the tech reset the talk battery breakers in Glen Rose and then he verified dialtone in all host lcm's. I had him replace the NT2T41AC in PSHF PE 1 6 and then	Local	GLRSTXXA	Replaced faulty hardware	11,268

Report 2 - Detail Outage Report

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD_FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	21-Jun-11	4:19 PM	TX_GARY:Switch Toll Isolated	reseated TRU and LIU channel bank card	Local	GARYTXXB	Replaced faulty hardware	830
441163	22-Jun-11	5:01 AM	TX_FAMT_TX_PNLD_TX_HMHL_TX_MLAM MESSAGE TIMEOUT: Refer to OP Guide 606	All four sites have cleared. Not sure what the issue was yet.	Local	MLAMTXXA	Scheduled additional testing	9,161
441163	22-Jun-11	5:01 AM	TX_MLAM: ALM031: MAJ SET MLAM CCS7 TX_MLAM: ALM031: CAT SET MLAM CCS7 TX_MLAM: DEFAULT	SS7 Restored	Local	MLAMTXXA	Scheduled additional testing	1,794
441163	23-Jun-11	1:39 PM	DCM205: MLAM TX_FRSA: MESSAGE TIMEOUT: Refer to OP Guide 606	Fiber cut has been located and repaired.	Local	FRSATXXA	Repaired or replaced cut cable	187

Report 2 - Detail Outage Report

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED TX_HGSP: OUTAGE LSTL, LNSSRI200: SRLK (NT4T09) HGSP PE 03 4 08 0 LAST LINK TO REMOTE BEING REMOVED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	19-Jul-11	12:21 PM	REMOVED	Fiber spliced	Local	LNSTTXXA	Repaired or replaced cut cable	2,145

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441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
				> STAT RSCC ALL RSCC (NTMX77) AMHR RSC 01 1 03 INS ENBL ACTV LAST SWITCH : MON 03:09:06 18/07/11 SRLK (NT4T09) MRTN PE 02 2 04 0 INS ENBL ACTV TX_MRTN: TXAMHR SRI200: SRLK (NT4T09) MRTN PE 02 2 04 0 LAST LINK TO REMOTE BEING REMOVED				
441163	19-Jul-11	2:14 PM		PELP (NT4T04) CE 1 4 16 01 INS ENBL NORM RSCC MOP# 070511172559	Local	AMHRTXXA	Replaced faulty hardware	453
441163	20-Jul-11	12:24 AM	TX_SHLW - TURIN MOP# 070511172559	CAUSED DMS10 SITE TO GO ISOLATED.	Special	SHLWTXXA	Scheduled Outage	672

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. Links came back up per Scott S. in SS7 at 6:14 AM EDT. Verified regular dial tone is back. Per Andy D. in Transport, contractor went back to last known configuration.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	20-Jul-11	5:28 AM	TX_SHLW ALM031: CAT SET SHLW CCS7	Issue appears to have occurred in AT&T equipment in our CO. CenturyLink has closed their ticket and no problems can be found by techs on the Windstream network.	Local	SHLWTXXA	Scheduled Outage	1,697
441163	20-Jul-11	12:00 PM	TX_CRCT: 911 Trouble Reported From Centurylink		E911	CRCTTXXA	Connecting company replaced faulty equipment	20

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED TX_SHLW - MOP# 070511172559 NODE ADDITION & FLM 150 MOVE.	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	21-Jul-11	3:50 AM	TX_SHLW ALM031: CAT SET SHLW CCS7 TX_HGNS LGC.0015:LGC=300-03 IS OUT OF SERVICE	MOP WORK COMPLETED FOR THE NIGHT. Restored at 4:45 AM EDT. Verified call processing restored. Per Andy D. in Transport, MOP work completed for the night. Power restored, had to reload lsc 300, reset date and time	Special	SHLWTXXA	Scheduled Outage	672
441163	21-Jul-11	4:10 AM			Local	SHLWTXXA	Scheduled Outage	1,697
441163	24-Jul-11	1:04 PM			Local	HGNSTXXA	Replaced faulty hardware	516

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	25-Jul-11	7:29 AM	TX_NWTN CP .0101:CP=B CP IS ONLINE IN STATE 1	TX_NWTN CP .0101:CP=B CP IS ONLINE IN STATE 1/WORKED WITH LOCAL TECH BRENT ON THE SITUATION;DETERMINED THAT BRETT WAS IN THE WRONG FRAME WHEN HE PULLED THE FUSE;FUSE WAS PULLED ON THE ONLINE CP A;ONCE THIS WAS DONE THE SITE WENT TO STATE 1;NO DIALTONE	Local	NWTNTXXA	Reviewed procedures with Telco employee	6,283

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441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. had bad LGHS2 PWBA 817506-worked with Darryl to restore dial tone - duration of outage per Charlie M-CO Tech approx 1 1/2 hrs	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	25-Jul-11	12:10 PM	TX_HPPY LSC.0068:LSC=300 RECEIVE MISMATCH THRESHOLD EXCEEDED Turin - TXRKTXXA OC192	trouble auto cleared by design	Local	HPPYTXXA	Replaced faulty hardware	291
441163	25-Jul-11	5:00 PM	SLOT 15/16, BPSIG CRITICAL		Special	TXRKTXXA	Scheduled additional testing	6,720
441163	01-Aug-11	2:25 PM	TX_RSBD TX_RGRS TX_MTCL TX_RSEL TX_LOTT TOLL ISOLATED TX_MTCL SS7.0056:SS7- LINK=01 & LINK=13	fiber cut spliced	Local	RSBDTXXA	Connecting company repaired cut cable	6,759
441163	01-Aug-11	2:31 PM	,LPC=01 LINK FAILED	Fiber cut spliced	Local	MTCLTXXA	Connecting company repaired cut cable	1,351

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED TX_DUMS__CHNG_BYRN _CS1500: SRLK200: DS1	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	04-Aug-11	12:29 AM	(NT6T07) DUMS 03 1 15 LAST LIN TX_DUMS_BYRN_CHNG_ CS1500: SRLK200: DS1	Had to reseal the 6X51/52 in both shelves at both remotes had to go in and manually restore both remotes after transport was done working	Local	BYRNTXXA	Scheduled Outage	498
441163	05-Aug-11	1:34 AM	(NT6T07) DUMS 03 2 15 LAST LINK	on OC48 AT&T repaired a cut fiber cable and NOC restored all the SP's that were unavailable.	Local	CHNGTXXA	Scheduled Outage	498
441163	12-Aug-11	1:20 PM	TX_FRSA SITE IS TOLL ISOLATED	DEFECTIVE LOW SPEED CARD NORTEL TRANSPORT NODE	Local	FRSATXXA	Connecting company repaired cut cable	187
441163	15-Aug-11	7:45 AM	TX_PECs TOLL ISOLATION		Local	PECSTXXB	Replaced faulty hardware	7,592

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED TX_PECs_CS1500:	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	21-Aug-11	5:46 PM	SRLK200: DS1 (NT6T07) HOST 02 2 04 LAST LINK TO REMOTE BEING REMOVED	Power down Transport node, replaced processor card in SL.21 power back up, 2 of the 4 spans restored	Local	SRBLTXXA	Replaced faulty hardware	390
441163	23-Aug-11	5:32 PM	TX_PECs_TXSRBL: Hudspeth County, TX 911 Outage, PSAP Down	David Garcia 432-284-0988 worked with Joy with ATT, ticket EZ009590. Changed path between Van Horn, TX and Sierra Blanca, TX to to clear the trouble.	E911	SRBLTXXA	Replaced faulty hardware	7,592

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441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	24-Aug-11	2:36 AM	TX_FRFD TXSLCM ALM031: CAT SET SLCM DED	I was able to RTS LCMC SLCM LCE 1 2 at 4:22 AM EDT. One side back INS. Tanya with ECSC brough Ron Haley on the line... informed one side back up. He's headed back up. He was still an hour away from remote.	Local	SLCMTXXA	Replaced faulty hardware	553
441163	24-Aug-11	7:28 PM	TX_NRMN_TXNZL1 ALM031: CAT SET NZL1 DED	Was able to restore the spans and remote came up. Calvin swapped out 2T41 and 2T42 cards on PSHF	Local	NZLHTXXA	Replaced faulty hardware	805
441163	24-Aug-11	10:42 PM	TX_CSNG TXRKLW CAT SET CSNG FIBER_OPTIC_TERM	RKLW PE 1 2. RTS PSHF RKLW PE 1 1 and PE 1 2.	Local	RKLWTXXA	Replaced faulty hardware	269

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441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	30-Aug-11	12:42 PM	TX_TXRKA1 slot13 port1 / Maud slot15 port1: TURIN04: OC192 LOS	fiber cut	Special	MAUDTXXA	Repaired or replaced cut cable	81,984
441163	30-Aug-11	12:55 PM	TX_MAUD SITE ISOLATED	Fiber has been repaired and site is no longer isolated.	Local	MAUDTXXA	Repaired or replaced cut cable	2,338
441163	30-Aug-11	12:55 PM	TX_DKLB SITE ISOLATED	Fiber has been repaired and site is no longer toll isolated.	Local	DKLBTXXA	Repaired or replaced cut cable	4,133
441163	30-Aug-11	12:55 PM	TX_CLVL SITE ISOLATED TX_MRTN: SRI200: SRLK (NT4T09) MRTN PE 02 2 04 0 LAST LINK TO REMOTE BEING REMOVED	Fiber has been repaired and site is no longer toll isolated. TRANSIENT EXCESSIVE SLIPS ON CXR FEEDS	Local	DKLBTXXA AMHRTXXA	Repaired or replaced cut cable Scheduled additional testing	3,501 436

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441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. GREENBRIAR LINK CLEARED	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	06-Sep-11	12:04 AM	TX_WHTY ALM031: CAT SET WHTY CCS7	WHILE WORKING WITH AT&T	Local	WHTYTXXA	Scheduled additional testing Connecting company replaced faulty equipment	7,647
441163	06-Sep-11	12:05 AM	TX_MTCL: SS7.0172: L3: NODE ISOLATION	see outage tkt 8468570 site is not isolated now	Local	MTCLTXXA		1,351

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	20-Sep-11	9:24 AM	TX_MTCL: SITE IS TOLL ISOLATED	TX_MTCL: SITE IS TOLL ISOLATED/RICKY TECH,MIKE AND DARRYL OF THE NOC WORKED ON THE SITUATION;RICKY CHANGED A DEFECTIVE DSP-DP CARD IN THE CHANNEL BANK;RESTORED SS7 LINK 13 BACK INTO SERVICE;RICKY MADE TEST CALLS OUTGOING AND IT WHICH IT COMPLETED;ALSO ABL	Local	MTCLTXXA	Replaced faulty hardware	1,351
441163	21-Sep-11	1:46 AM	TX_BWFD: Brownfield Police Dept , Terry, TX 911 outage	ATT OC48 outage per Ladessa	E911	BWFDTXXA	Notified connecting company of procedural problem	5,817

Report 2 - Detail Outage Report

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. The PECOS network is no longer toll isolated as of 16:56 EST time. Assuming AT&T has repaired their cable cut, but no one has called into the NOC with an update.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	26-Sep-11	11:54 AM	TX_PECs TOLL ISOLATED PER CO TECH	Huntsville tandem sending zz routing digits with call, once stripped calls going through	Local	PECSTXXB	Connecting company repaired cut cable	7,592
441163	28-Sep-11	9:37 AM	TX_NRMN CAN'T MAKE OUTBOUND TOLL CALLS, INBOUND OK		Local	NRMNTXXA	Notified connecting company of procedural problem	5,031
441163	29-Sep-11	8:44 AM	TX_MTCL: SS7.0172: L3: NODE ISOLATION	fiber splced	Local	MTCLTXXA	Connecting company repaired cut cable	1,351

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441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. Fiber cable has been	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	30-Sep-11	9:45 AM	TX_GLRS: SRI200: SRLK (NT4T09) GLRS PE 12 4 08 0 LAST LINK TO REMOTE BEING REMOVED TX_GLRS: SRI200:	repaired. Verified all sites to be in service. This is a temp fix. Permanent fix is scheduled for Oct. 5 with a MOP yet to be written.	Local	WNSPTXXA	Repaired or replaced cut cable	1,473
441163	03-Oct-11	2:37 AM	TX_LORN Toll Isolated	Ron called in & thinks it was AT&T working on fiber... everything ok at the C.O. Restored @ 4:00 EDT	Local	LORNTXXA	Notified connecting company of procedural problem	482

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441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. Busied and returned to service all serial links at request of tech Allen. First	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	03-Oct-11	6:29 AM	TX_MRTN TXAMHR SRI200: SRLK (NT4T09) MRTN PE 02 2 04 0 LAST LINK TO REMOTE BEING REMOVED TX_NWTN CPE.0064:ERROR=002303	controller restored at 8:25am bringing remote back in service and went full duplex at 8:30am switch time. SS7 links went stable and NOC was able to RTS SP's to service	Local	AMHRTXXA	Replaced faulty hardware	438
441163	04-Oct-11	4:15 PM	EXCESSIVE TRUNKS IN LOCKOUT		Local	NWTNTXXA	Scheduled additional testing	4,245

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441163	05-Oct-11	12:13 PM	TX_LTFD SS7.0172:L3: NODE ISOLATION	TX_LTFD SS7.0172:L3: NODE ISOLATION/WORK WITH BUTCH FURTHER ON THE SITUATION;LOADED THE LGC'S 303 2 AND 303 4 WHERE THE DSO CARDS RESIDE;ALSO RESTORED THE EN'S;SS7 LINKS CAME UP FOR A MINUTE AND THEN WENT BACK DOWN;THEN HAD BUTCH SWAP THE DSO CARDS BETWE	Local	LTFDTXXA	Replaced faulty hardware	4,454

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441163	05-Oct-11	6:20 PM	TX_LAMS 911 REROUTE	AT&T spliced fiber, re-routed back to original route, and bounced circuits 2 2 18 1,3, and 9 before test calls went through	E911	LAMSTXXA	Connecting company repaired cut cable	4,856
441163	07-Oct-11	10:13 AM	TX_DNCY Reagan w/AT&T reporting PSAP trouble	This outage was resolved using ticket # 8887108 because this ticket was never marked as an outage	E911	DNCYTXXA	Reviewed procedures with Telco employee	4,584
441163	07-Oct-11	4:55 PM	TX_WHTY: ALM031: MAJ SET WHTY CCS7	Tech Replaced The Alarm control card in the Siemens Channel Bank. Siemens 91420 card number.	Local	WHTYTXXA	Replaced faulty hardware	7,647

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441163	10-Oct-11	6:37 AM	TX_MRTN_TXAMHR ALM031: CAT SET AMHR DED	TX_MRTN_TXAMHR ALM031: CAT SET AMHR DED;WORKKED WITH BUTCH ON THE SITUATION;HAD HIM RESEAT THE PROCESSORS CARDS;DNLD AND RTS RSCC 1 1 3 AND 25 BACK INTO SERVICE;SENT OUT CLOSING OUTAGE INFORMATION	Local	AMHRTXXA	Replaced faulty hardware	453
441163	11-Oct-11	6:35 AM	TX_DNCY Per ANDY SSTC 888-322-4237 All call from 592 cant call 911- busy signal call 911	Bounced dtrk's	Local	DNCYTXXA	Replaced faulty hardware	4,584

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Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	11-Oct-11	11:52 AM	TX_MRTN: 911 Outage for prefix 806-266: unable to call 911 TX_PECs_CS1500: ALM031: CAT SET ORLA DED	See previous Work Info update. This 911 issue has been resolved.	E911	MRTNTXXA	Connecting company replaced faulty equipment	1,077
441163	13-Oct-11	4:20 AM	TX_PECs_CS1500: SRLK200: DS1 (NT6T07) HOST 04 1 09 LAST LIN	I was able to manually return to service both remotes.	Local	MNTNTXXA	Scheduled additional testing	126

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441163	13-Oct-11	10:31 AM	TX_SPMN: FP .0037:RNS=0 ROUTE BLOCKED	TX_SPMN: FP .0037:RNS=0 ROUTE BLOCKED/LOCAL TECH RONNIE RESEATED THE CONTROLLER CARD IN THE DACS;LINKS RESTORED FOR SPEARMAN;TUCKER PERFROMED TEST CALLS AND WAS ABLE TO GET THROUGH;SENDING OUT CLOSING OUTAGE NOTIFICATION;	Local	SPMNTXXA	Replaced faulty hardware	2,090

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441163	13-Oct-11	1:20 PM	TX_LTFD 911 TROUBLE	TX_LTFD 911 TROUBLE/MAKING REFERENCE/LIU7 ISTB (IN SERVICE TROUBLE);DOWNNLOADED BY AT & T/RELEASE TIMEOUT COMPLETE;MESSAGING WENT THRU;TRUNKS RESTORED FOR LITTLEFIELD;TODD PERFORMED CONTINUITY TEST AND ALL LOOKS GOOD;OPENING UP A MAINTENANCE TICKET 895027	Local	LTFDTXXA	Connecting company replaced faulty equipment	4,146

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441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. Suspect the DCO switch encountered hardware problems on the CP earlier in the day. (Ref # 9009503) Then, the switch encountered other issues that may have been related to power outages in Milam County. The switch reloaded and restored most dial tone on	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	19-Oct-11	3:40 PM	TX_CRFR MESSAGE TIMEOUT: Refer to OP Guide 606 (Site lost Dial tone and both SS7 links)	per Andy-Transport per Glen Loose Fiber	Local	CRFRTXXA	Replaced faulty hardware	920
441163	24-Oct-11	7:07 PM	TX_FAMT: spans to office down	Restored at 2:30 EDT. Replaced faulty OC-12 card in an old Nortel Terminal in newton TX C.O.	Local	FAMTTXXA	Replaced faulty hardware	2,060
441163	24-Oct-11	8:11 PM	TX_HMHL E911 Outage:Sabine County		E911	HMHLTXXA	Replaced faulty hardware	7,493

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441163	26-Oct-11	11:31 PM	TX_FRSA Forsan DCO network toll isolated.	Restored the spans and Mark made test calls. Support NOC aware @ 5:52 PM and outage fixed @ 6:07 PM. WIN TECH REPLACED BAD DS3 CARD. SSTC CALLED	Local	FRSATXXA	Scheduled additional testing	187
441163	28-Oct-11	12:10 AM	TX_POST: 911 outage Garza County	ATT AND THEY VERIFIED THAT PSAP WAS UP. replaced deffective cards in	E911	POSTTXXA	Replaced faulty hardware	1,844
441163	01-Nov-11	6:49 PM	TX_FLLT No dial tone on frame 300 per local technician.	lghs and restored common service circuits back to normal.	Local	FLLTTXXA	Replaced faulty hardware	474

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441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. Electrician replaced the A- feed breaker on the powerboard at the Elkhart remote. The problem was that the Turan's A & B feeds were both cabled to the A-feed in the powerboard. The B-feed for the Turan has since been relocated to the B-feed busbar in the	Local	CLADTXXB	Repaired or replaced cut cable	771
441163	08-Nov-11	8:19 PM	TX_FRFD FRFDXXXBO2A: Loss of signal Port OC48 FRFDXXXBO2A slot17 port1		Local	FRFDXXXB	Scheduled Outage	2,683

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441163	11-Nov-11	7:48 PM	TX_KNCY E911 Outage / Recived email from SSTC TX_ANDR5E/ SITE TOLL ISOLATED/REPT-LKSTO:	called the SSTC for more information.....spoke to Mike/SSTC.....he then called at&t for status of tkt...we found that at&t had close tkt at 0507 pm CST today, they found a defective power supply that needed to be replaced...issue has ben resolved	E911	KNCYTXXA	Connecting company replaced faulty equipment	762
441163	14-Nov-11	11:18 AM	link set prohibited -> LSN_andrtxna TX_TLIA TULIA / OUTAGE	Site end of isolation @15:43 est	Local	ANDRTXXA	Repaired or replaced cut cable	6,166
441163	21-Dec-11	11:47 AM	2410 LINES TECH ENROUTE	Spans restored to service at 3:41 PM EST.	Local	TLIATXXA	Repaired or replaced cut cable	2,410

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441163	28-Dec-11	5:45 PM	TX_FBNS AR_STPA 313: 005-088-075 DPC is prohibited	Tech called in and said the splicers have three more fibers to splice. Fabens is no longer toll isolated. I verified both a-links were up inservice and that I could call the site.	Local	FBNSTXXC	Repaired or replaced cut cable	4,948
441163	30-Dec-11	1:34 AM	TX_FBNS	Splicer has completed the temporary splice. The site is no longer toll isolated. Isolation cleared while testing. Opened a maint ticket for the Tellabs Titan	Local	FBNSTXXC	Scheduled Outage	4,948
442097	03-Mar-11	3:09 PM	TX_KRVL CCS186: INFO Linkset Impact Summary	532 Dax check-out.	Local	KRVLTXXA	Scheduled additional testing	33,647
442147	06-Jun-11	4:03 PM	TX_SWNY CAT SET SWNY CCS7	Local tech Mike reseated DSO cards in the CO.	Local	SWNYTXXA	Replaced faulty hardware	5,533

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- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED TX_CLDG CAT DLC from VLML (Site is toll isolated)	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
442147	16-Jun-11	5:45 PM	TX_GRSN IS TOLL ISOLATED	Cable has been spliced. ATT trouble has been fixed. Still waiting on exact cause from ATT.	Local	CLDGTXXA	Connecting company repaired cut cable	1,100
442147	17-Nov-11	6:40 AM	TX_GRSN	Site is no longer toll isolated. Not sure what the issue was. Toll isolation cleared before I sent the wfm out.	Local	GRSNTXXA	Scheduled Outage	1,024
442147	18-Nov-11	5:50 AM	TX_GRSN		Local	GRSNTXXA	Connecting company replaced faulty equipment	1,024

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. LKVG is fully restored. One side came up at 4:16 am EDT Waiting on John from the field to say MOP is completed. > stat rsle lkvg rse 1 3 FIN SVAUD RSCS	Local	CLADTXXB	Repaired or replaced cut cable	771
442153	01-Apr-11	12:11 AM	TX_GDVW TXKPRL TXLKVG Isolated due to MOP Work	RSLC (E) (NT9Y22) LKVG RSE 01 3 05 INS ENBL NORM SRLK (NT4T09) GDVW	Local	KPRLTXXA	Scheduled Outage	682

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

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- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared. The map is complete. > stat rsle all RSLC (E) (NT9Y22) CVTN RSE 01 3 05 INS ENBL NORM SRLK (NT4T09) GDVW PE 02 2 04 0 INS ENBL ACTV PELP (NT8T04) CE 1 4 12 09 INS ENBL NORM SRLK (NT4T09) GDVW Pert local tech John... D4CHB PWR supply was damaged by storms in area. Replaced pwr supply.	Local	CLADTXXB	Repaired or replaced cut cable	771
442153	05-Apr-11	12:32 AM	TX_GDVW_TXCVTN SRI200: SRLK (NT4T09) GDVW PE 02 2 04 0 LAST LINK TO REMOTE BEING REMOVED		Local	CVTNTXXA	Scheduled Outage	976
442153	02-May-11	2:32 PM	TX_GDVW ALM031: CAT SET GDVW CCS7/TOLL ISOLATED		Local	GDVWTTXA	Replaced faulty hardware	6,389

Report 2 - Detail Outage Report

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- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
442153	25-May-11	1:47 AM	TX_GDVW MESSAGE TIMEOUT: Refer to OP Guide 606	MOP work completed per Andy D. in transport. Restored at 6:12 AM EDT.	Local	GDVWTXXA	Scheduled Outage	6,389
442153	25-May-11	10:23 PM	TX_GDVW BLUM ALM031: CAT SET BLUM DED	Spans auto recovered Trouble cleared when power alarms cleared at KPRL	Local	BLUMTXXA	Scheduled additional testing	795
442153	29-May-11	4:01 PM	TX_GDVW_TXBLUM: TXKPRL Span trouble	remote. Fiber has been spliced. TX_VLML and TX_IRDL has call processing. Able to log into switch. Time of restoration was 4:53 AM EDT.	Local	BLUMTXXA	Reviewed companies emergency power policy	1,475
442153	25-Jun-11	4:44 PM	TX_VLML Toll isolated	Tracking issue on VLML ticket # 7546530	Local	VLMLTXXA	Connecting company repaired cut cable	2,715
442153	25-Jun-11	4:44 PM	TX_IRDL Toll isolated		Local	IRDLTXXA	Connecting company repaired cut cable	742

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

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- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED TX_ACTN_TXPLXY SRI200: SRLK (NT4T09) ACTN PE 02 4 14 0 LAST LINK TO REMOTE BEING REMOVED	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
442153	29-Jun-11	5:20 PM	TX_ACTN_TXTLAR SRI200: SRLK (NT4T24) ACTN CE 02 5 04 0 LAST LINK TO REMOTE BEING REMOVED	Fiber repaired and remote came up @ 22:34 PM EDT. Ref to lead ticket # 7597783.	Local	PLXYTXXA	Repaired or replaced cut cable	497
442153	29-Jun-11	5:20 PM	TX_VLML TXMOSH: SRI200: SRLK (NT4T09) VLML PE 02 4 04 0 LAST LINK TO REMOTE BEING REMOVED	Fiber repaired and remote came up @ 22:33 PM EDT.	Local	TLARTXXA	Repaired or replaced cut cable	2,139
442153	03-Jul-11	7:53 AM	RESET BREAKERS AND BIC CARDS WITH JOHN.	Reset breakers and bic cards with John.	Local	MOSHTXXA	Replaced faulty hardware	422

Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
- (ii) A 911 special facility, as defined in 47 CFR 4.5(e).
- (iii) Specifically, the eligible telecommunications carrier's annual report must include information detailing:

- (A) The date and time of onset of the outage;
- (B) A brief description of the outage and its resolution;
- (C) The particular services affected;
- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
441163	02-Jan-11	3:47 PM	TX_CLAD FP .0037:RNS=7 ROUTE BLOCKED TX_NCNA: ALM031: MAJ SET NCNA CCS7	tech completed splicing cable in field - links to stp's, tandem, etc. all up and isolation cleared.	Local	CLADTXXB	Repaired or replaced cut cable	771
442153	16-Aug-11	4:40 AM	TX_NCNA: ALM031: CAT SET NCNA CCS7 TX_NCNA: ALM050: CAT SET NCNA	Both SS7 links are back inservice. Not sure what the issue was. Will fill in more detail once I talk to the tech. trouble tested clear close ticket.	E911	NCNATXXA	Scheduled additional testing	5,027
442153	20-Aug-11	8:50 AM	TX_ANHC toll trouble TX_GDVW_CVTN: ALM031: MAJ SET GDVW DED		Local	ANHCTXXA	Scheduled additional testing	1,522
442153	30-Aug-11	3:09 AM	TX_GDVW: ALM031: MAJ SET CVTN DED TX_ANHC IS TOLL	MOP work complete	Local	CVTNTXXA	Scheduled Outage	976
442153	08-Sep-11	9:01 AM	ISOLATED	Spliced cable	Local	ANHCTXXA	Repaired or replaced cut cable	6,037

Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
441163	DLHRTXXA	1	Cable full, added new plant
441163	FKLNTXXA	1	Cable full, added new plant
441163	HBRDTXXA	1	Cable full, added new plant
441163	JOQNTXXA	1	Cable full, added new plant
441163	MLAMTXXA	1	Cable full, added new plant
442097	KRVLTXXA	1	Cable full, added new plant
442153	GDLYTXXA	2	Cable full, added new plant

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
441163	ABRNTXXA	1
441163	ADRNTXXA	3
441163	AMHRTXXA	1
441163	ANDRTXXA	1
441163	ANNNTXXA	3
441163	ANTNTXXA	2
441163	ASPRXXA	1
441163	ATONTXXA	3
441163	AVLNTXXA	4
441163	AVNGTXXA	2
441163	AVRYTXXA	1
441163	BARDTXXA	1
441163	BAWLTXXA	2
441163	BEDSTXXA	2
441163	BFLOTXXA	2
441163	BKVLTXA	1
441163	BLGVTXXA	2
441163	BLMRTXXA	3
441163	BLWLTXXA	1
441163	BNJMTXXA	2
441163	BNWRTXXA	2
441163	BOGTTXXA	2
441163	BOKRTXXA	1
441163	BOVNTXXA	2
441163	BRDDTXXA	2
441163	BRSTXXA	1
441163	BRVLTXXA	2
441163	BURLTXXA	2
441163	BWFDTXXA	2
441163	BYNMTXXA	3
441163	BYRNTXXA	2
441163	CCTSTXXA	1
441163	CHNGTXXA	2
441163	CITNTXXA	2
441163	CLADTXXB	1
441163	CLDNTXXA	1

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
441163	CLMSTXXA	2
441163	CLVLTXXA	2
441163	CLYDTXXA	1
441163	CNVLTXXA	2
441163	CRCTTXXA	2
441163	CRFRTXXA	1
441163	CRPLTXXA	1
441163	CSNGTXXA	1
441163	CSTNTXXA	2
441163	CYNSTXXA	3
441163	DDSNTXXA	3
441163	DEPTTXXA	2
441163	DGVLTXXA	3
441163	DKLBTXXA	2
441163	DLHRTXXA	2
441163	DMMTTXXA	1
441163	DNCYTXXA	2
441163	DNFDTXXA	2
441163	DRZTTXXB	1
441163	DTRTTXXA	1
441163	DUMSTXXA	1
441163	DWSNTXXA	2
441163	EKHSTXXA	3
441163	ESTLTXXA	2
441163	FAMTTXXA	1
441163	FBNSTXXC	2
441163	FKLNTXXA	1
441163	FLLTXXA	2
441163	FRCYTXXA	4
441163	FRFDTXXB	2
441163	FRINTXXA	1
441163	FRSATXXA	3
441163	FRSTTXXA	2
441163	FRTCTXXA	2
441163	FTHNTXXC	2
441163	GARYTXXB	2

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
441163	GLRSTXXA	2
441163	GPLDTXXA	3
441163	GROMTXXA	1
441163	GVTNTXXA	2
441163	HARTTXXA	1
441163	HBRDTXXA	2
441163	HDLYTXXA	2
441163	HGNSTXXA	2
441163	HGSPTXXA	1
441163	HLDYTXXA	1
441163	HMHLTXXA	1
441163	HNTNTXXA	2
441163	HOKSTXXA	1
441163	HPPYTXXA	1
441163	HRTLTXA	2
441163	HRWDTXXA	2
441163	HSKLTXXA	1
441163	HTLKTXXA	2
441163	IDALTXXA	1
441163	IMPRTXXA	2
441163	IOLATXXA	2
441163	IRENTXXA	3
441163	JOQNTXXA	2
441163	KAMYTXXA	2
441163	KNCYTXXA	2
441163	KNRDTXXA	2
441163	KRNCTXXA	2
441163	LAMSTXXA	2
441163	LKVWTXXA	2
441163	LNDNTXXA	2
441163	LNSTTXXA	2
441163	LOLDTXXA	2
441163	LONATXXA	2
441163	LORNTXXA	2
441163	LOTTTXXA	2
441163	LRNZTXXA	1

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
441163	LTFDTXXA	1
441163	LVLDTXXA	1
441163	MALNTXXA	2
441163	MAUDTXXA	2
441163	MAY TXXA	1
441163	MBTETXXA	1
441163	MEDWTXXA	2
441163	MGRGTXXA	3
441163	MIAMTXXA	1
441163	MLAMTXXA	2
441163	MLFRTXXA	3
441163	MMPHTXXA	1
441163	MNDYTXXA	1
441163	MNTNTXXA	4
441163	MORNTXXA	2
441163	MRGNTXXA	2
441163	MRKLTXXA	1
441163	MRQZTXXA	3
441163	MRTNTXXA	1
441163	MRTTTXXA	2
441163	MTCLTXXA	2
441163	NBTNTXXB	1
441163	NGLYTXXA	2
441163	NPLSTXXA	2
441163	NRMNTXXA	2
441163	NWTNTXXA	1
441163	NZLHTXXA	2
441163	NZRTTXXA	1
441163	OKWDTXXA	3
441163	ORLATXXA	5
441163	PECSTXXA	1
441163	PNHDTXXA	1
441163	PNLDTXXA	2
441163	PNTNTXXA	1
441163	POSTTXXA	2
441163	PRDNTXXA	3

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
441163	PTBGTXXA	2
441163	PTNMTXXA	2
441163	PYTNTXXA	1
441163	RALSTXXA	2
441163	RCLDTXXA	3
441163	RDWRTXXA	1
441163	RGRSTXXA	1
441163	RKLWTXXA	2
441163	ROCHTXXA	3
441163	RPVLTXXA	2
441163	RSBDTXXA	1
441163	RSELTXXA	2
441163	RSSTTXXA	1
441163	RULETXXA	2
441163	SGRVTXXA	2
441163	SHLWTXXA	2
441163	SLCMTXXA	3
441163	SMMSTXXA	2
441163	SMYRTXXA	2
441163	SNDWTXXA	1
441163	SNFRTXXA	2
441163	SNRYTXXA	1
441163	SPDETXXA	3
441163	SPMNTXXA	1
441163	SRBLTXXA	2
441163	SRFRTXXA	2
441163	STMNTXXA	3
441163	SYMRTXXA	1
441163	THKATXXA	3
441163	THRKTXXA	1
441163	TLIATXXA	1
441163	TNHATXXA	2
441163	TOYHTXXA	4
441163	TRNTTXXA	1
441163	TRNYTXXA	2
441163	TXRKTXXA	1

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
441163	TXRKTXXB	1
441163	UNCTTXXA	2
441163	VEGATXXA	1
441163	VHRNTXXA	2
441163	VLNTTXXA	3
441163	WGTNTXXA	1
441163	WHDRTXXA	1
441163	WHFCTXXA	1
441163	WHLRTXXA	1
441163	WHTYTXXA	2
441163	WLDRTXXA	1
441163	WLFTTXXA	1
441163	WLSNTXXA	2
441163	WNRTTXXA	3
441163	WNSPTXXA	2
441163	WTRLTXXA	2
441163	ZVLATXXA	2
442097	HRPRTXXA	2
442097	KRVLTXXA	1
442147	BNHRTXXA	8
442147	CLDGTXXA	2
442147	GRSNTXXA	2
442147	PRHLTXXA	1
442147	SGLDTXXE	1
442147	SNDYTXXA	2
442147	SWNYTXXA	2
442147	THCNTXXA	3
442147	WTWDTXXA	1
442153	ACTNTXXA	2
442153	ANHCTXXA	1
442153	BLUMTXXA	2
442153	BONTTXXA	2
442153	BRNDTXXA	3
442153	CRSNTXXA	2
442153	CVTNTXXA	2
442153	DBBYTXXA	2

Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
442153	GDLYTXXA	2
442153	GDVWTXXA	2
442153	HGHMTXXA	3
442153	HMSHTXXA	1
442153	HNKMTXXA	2
442153	IRDLTXXA	1
442153	KPRLTXXA	2
442153	LKVGTXXA	2
442153	MOSHTXXA	3
442153	MTAGTXXA	1
442153	NCNATXXA	1
442153	PLNSTXXA	2
442153	PLXYTXXA	3
442153	RIVSTXXA	3
442153	RNGLTXXA	2
442153	SCRYTXXA	1
442153	SMPTTXXA	2
442153	SPFTTXXA	5
442153	TLARTXXA	2
442153	VLMLTXXA	1
442153	WLVLTXXA	2
442153	WNNETXXA	1

Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules

§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

Response:

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

Report 6 - Company Price Offering Report

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

Report 7 - Holding and Operating Company Report

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

Report 8 - Tribal Land Information

§ 54.313(a)(9) To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

- (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- (ii) Feasibility and sustainability planning;
- (iii) Marketing services in a culturally sensitive manner;
- (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.11.

Report 9 - Areas with no Terrestrial Backhaul Certification

§ 54.313(g) Areas with No Terrestrial Backhaul. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by Federal Communications Commission satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response: No certification required. Windstream does not rely on satellite backhaul for its network.

Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

SAC	SPIN#	Exchange	Res Local Service Charge	State SLC	State USF	Mandatory EAS Fee	Loops
442097	143030766	KERRVILLE	6.80	0.00	0.30	0.29	8,475
442147	143030766	BEN HUR	5.65	0.00	0.39	3.50	50
442147	143030766	COOLIDGE	5.65	0.00	0.39	3.50	214
442147	143030766	PRAIRIE HILL	5.40	0.00	0.38	3.50	100
442147	143030766	SANDY	5.40	0.00	0.38	3.50	88
442147	143030766	TEHUACANA	5.65	0.00	0.39	3.50	110
442153	143030766	ACTON	6.00	0.00	0.26	0.00	2,584
442153	143030766	ANAHUAC	6.00	0.00	0.41	3.50	880
442153	143030766	BLUM	6.00	0.00	0.41	3.50	296
442153	143030766	BONITA	5.25	0.00	0.38	3.50	84
442153	143030766	BRANDON	6.00	0.00	0.41	3.50	82
442153	143030766	CRESSON	6.00	0.00	0.41	3.50	390
442153	143030766	DOUBLE BAYOU	6.00	0.00	0.41	3.50	248
442153	143030766	GODLEY	6.00	0.00	0.26	0.00	926
442153	143030766	GRANDVIEW	6.00	0.00	0.41	3.50	896
442153	143030766	HAMSHIRE	6.00	0.00	0.41	3.50	379
442153	143030766	HANKAMER	6.00	0.00	0.41	3.50	232
442153	143030766	HIGGENBOTHAM	6.00	0.00	0.26	0.00	50
442153	143030766	IREDELL	6.00	0.00	0.41	3.50	316
442153	143030766	KOPPERL	6.00	0.00	0.41	3.50	250
442153	143030766	LAKESIDE VILLAGE	6.00	0.00	0.41	3.50	231
442153	143030766	MOSHEIM	6.00	0.00	0.41	3.50	97
442153	143030766	NOCONA	5.25	0.00	0.30	1.74	1,259
442153	143030766	PALUXY	6.00	0.00	0.41	3.50	135
442153	143030766	PLAINS	6.00	0.00	0.26	0.00	509
442153	143030766	RINGGOLD	5.25	0.00	0.38	3.50	43
442153	143030766	RIO VISTA	6.00	0.00	0.26	0.00	572
442153	143030766	SCURRY	6.00	0.00	0.41	3.50	915
442153	143030766	SMITH POINT	6.00	0.00	0.41	3.50	101
442153	143030766	SPANISH FORT	5.25	0.00	0.38	3.50	57
442153	143030766	TOLAR	6.00	0.00	0.41	3.50	529
442153	143030766	VALLEY MILLS	6.00	0.00	0.26	0.00	653
442153	143030766	WALLISVILLE	6.00	0.00	0.41	3.50	222
442153	143030766	WINNIE	6.00	0.00	0.41	3.50	1,251

Annual Report Certification

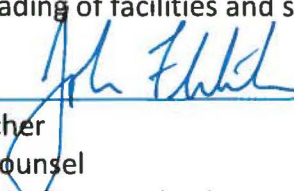
June 26, 2012

In accordance with FCC 11-161 ¶581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

- 1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
- 2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.
- 3) Windstream has established operating procedures for emergency situations that will allow it to remain functional §54.202(a)(2).
- 4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.



John Fletcher
General Counsel
Windstream Communications
4001 Rodney Parham Rd.
Little Rock, AR 72212

Dated this 27 day of June, 2012

SUBSCRIBED AND SWORN to before me this 27 day of June, 2012



Notary Public : Sandra Blade

My Commission Expires: 8-2-16

